

## Customer Spotlight

Votran  
Volusia County Transit  
South Daytona Beach, FL

### Fleet:

Fixed Route 55  
Paratransit 78  
Supervisor 7



**Avail Customer Since:** May, 2005

### Customer Goals:

The goals of this project are to provide a higher level of service to the riding public of Volusia County, improve the operational efficiencies of Votran and to provide drivers a single point of log-on to all in-vehicle peripherals.

### Technologies Procured:

Votran identified three major focus areas to address when deploying their ITS technology solution: paratransit scheduling software, a new two-way radio system and fixed route CAD/AVL technologies. The paratransit in-vehicle equipment now includes mobile data computers, navigational assistance and electronic manifest integrated with Trapeze PASS. The fixed route suite includes mobile data computers, annunciators, APC's, internal signs and a single point of logon to the existing farebox system and headsigns. Avail also installed passenger information signs at Votran's 2 major transfer facilities to provide real-time departure information to passengers. Real-time passenger information is also available via the web. To help Votran make use of all of the data that is now being collected from the vehicles, Avail installed its DataPoint reporting tool. This tool provides analysis of farebox and passenger count data through drill down charts and operational summary reports on a daily, weekly, monthly and yearly basis.

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|---|---|--|
| <input checked="" type="checkbox"/> Computer Aided Dispatch         | <input checked="" type="checkbox"/> Automatic Vehicle Location    | <input checked="" type="checkbox"/> Route Schedule Adherence |
| <input checked="" type="checkbox"/> Mobile Data Terminals           | <input checked="" type="checkbox"/> Automatic Passenger Counting  | <input checked="" type="checkbox"/> Data Radio Integration   |
| <input checked="" type="checkbox"/> Auto Next Stop Annunciation     | <input type="checkbox"/> IVRLite                                  | <input checked="" type="checkbox"/> Voice Radio integration  |
| <input checked="" type="checkbox"/> Scheduling Software Interface   | <input checked="" type="checkbox"/> Statistical Reporting Package | <input checked="" type="checkbox"/> Farebox Integration      |
| <input checked="" type="checkbox"/> Real-Time Passenger Information | <input type="checkbox"/> Kiosk Information                        | <input type="checkbox"/> Traffic Signal Priority             |
| <input checked="" type="checkbox"/> Wayside Signs                   | <input checked="" type="checkbox"/> Supervisor laptops            | <input checked="" type="checkbox"/> Head sign Integration    |

### Quote:

"Since the integration of the Avail Technologies' suite of ITS products, Votran has been saving over \$400K annually in operational expenses."

**Jim Dorsten-Director of Finance/ITS Project Manager**

### Website:

[votran.org](http://votran.org)